



# The Commonwealth of Massachusetts

## DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

### INVESTIGATION INTO SERVICE QUALITY GUIDELINES D.T.E. 04-116

#### THIRD SET OF INFORMATION REQUEST OF THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO ALL PARTICIPANTS

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Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits the following information requests to all participants with respect to Investigation into Service Quality Guidelines, D.T.E. 04-116.

#### INSTRUCTIONS

In addition to the previously issued instructions, the following instruction applies to this set of Information Requests and all subsequent Information Requests issued by the Department in this proceeding.

1. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer. Submit copies of the Company's responses to the information requests to the Department by **10:00 a.m., July 27, 2005**. In addition to filing, all non-proprietary responses should be submitted by e-mail to [dte.efiling@state.ma.us](mailto:dte.efiling@state.ma.us), [jody.stiefel@state.ma.us](mailto:jody.stiefel@state.ma.us), and to the e-mail address of any party required to be served.

#### Requests

- DTE-A 3-1. Please provide, for all gas and electric companies in the United States with a telephone answering performance measure, a description of the measure, the name of company, and the docket or other citation where the measure was adopted.

DTE-A 3-2 Please discuss the feasibility of adopting a telephone answering performance measure described below:

- (a) Eighty percent of telephone calls answered within 30 seconds, as defined by a customer receiving and selecting between the option to receive automated information (e.g., account balance) and speaking with a customer service representative;
- (b) Eighty percent of telephone calls answered within 40 seconds, with the same parameters as in (a);
- (c) Eighty percent of telephone calls answered within 60 seconds, with the same parameters as in (a);
- (d) Seventy-five percent of telephone calls answered within 30 seconds, with the same parameters as in (a);
- (e) Seventy-five percent of telephone calls answered within 40 seconds, with the same parameters as in (a);
- (f) Seventy-five percent of telephone calls answered within 60 seconds, with the same parameters as in (a);
- (g) Seventy-five percent of telephone calls answered within 20 seconds, with the same parameters as in (a).